

SUPERVISORY CBP OFFICER (PROGRAM MANAGER)

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

Office of Field Operations, National Targeting Center - Analytical Mgmt Syst Control Office Division

Open & closing dates

🕒 06/14/2018 to 06/27/2018

Salary

\$114,590 to \$148,967 per year

Pay scale & grade

GS 14

Work schedule

Full-Time

Appointment type

Permanent

Locations

1 vacancy in the following location:

Washington DC, DC

Relocation expenses reimbursed

Yes Relocation expenses will be paid in accordance with the Federal Travel Regulation limits and agency policy.

This job is open to



[Internal to an agency.](#)

Current federal employees of this agency.

Clarification from the agency

Current federal employees who work for U.S. Customs and Border Protection with competitive status

Announcement number

OFO-IMP-10226341-PKL

Control number

501718900

Duties

Summary

Organizational Location: This position is with the Department of Homeland Security, within U.S. Customs and Border Protection, Office of Office of Field Operations, National Targeting Center - Analytical Management System Control Office Division, Washington, D.C.

Responsibilities

Joining the Customs and Border Protection Office of Field Operations will allow you to use your expertise to manage one or more national programs in order to help to detect and prevent terrorists and instruments of terror from entering/exiting the U.S. This position starts at a salary of \$114,590 (GS-14, Step 1) to \$148,967 (GS-14, Step 10). Apply for this exciting opportunity to direct programs that strengthen the Department's ability to perform homeland security.

In this Supervisory CBP Officer (Program Manager) position you will become a key member of a team of Homeland Security professionals managing a variety of agency-wide law enforcement programs. Typical work assignments include:

- Managing one or more agency programs by determining the goals and objectives that need emphasis, making recommendations for program improvement, managing resources, and assuring implementation by subordinate organizations and operating units.
- Ensuring the program provides national policy and guidance on technical, statutory and regulatory requirements.
- Serving as liaison to other Federal agencies and entities in the private sector in order to maintain up-to-date technical familiarity with complex subject matter.
- Supervising a group of employees who are responsible for assessing the productivity, effectiveness and efficiency of program operations.
- Responding to law enforcement activities that require action to defend self and others.

If going from a LEO Covered Position to a Secondary CBPO Special Enhanced Retirement Covered Position: Please be advised that when you enter on duty in this secondary CBPO special enhanced retirement covered position you will no longer be covered under the Special Retirement System for Law Enforcement Officers, but will only be covered under the Federal Employees Retirement System (FERS). For further information on the CBPO Enhanced Retirement Coverage, please see the section on Retirement Coverage.

Travel Required

Occasional travel - You may be expected to travel for this position.

Supervisory status

Yes

Promotion Potential

14

Job family (Series)**1895 Customs And Border Protection**[.https://www.usajobs.gov/Search/?j=1895\).](https://www.usajobs.gov/Search/?j=1895)

Requirements

Conditions Of Employment

- You must be a U.S. Citizen to apply for this position
- Males born after 12/31/1959 must be registered with Selective Service
- Primary U.S. residency for the last three years (additional details below)
- You may be required to pass a background investigation and/or polygraph
- You may be required to pass initial and random drug testing
- You must pass the CBP Officer Promotional Assessment (including in-basket)
- You must possess a valid driver's license
- You must meet firearms requirements

Qualifications

GS-14: You qualify at the GS-14 level if you possess one (1) year of specialized experience to include managing a professional, technical, and/or administrative program or program segment that had national impact and where you provided expert and authoritative advice on program issues to officials of other organizations.

Secondary CBP Officer Enhanced Retirement Requirement: The criterion is that knowledge, skill and ability in a position deemed to meet primary CBPO special retirement coverage is a **mandatory prerequisite** to satisfactorily perform the major duties and responsibilities of this job In order to meet the requirements of this secondary CBP Officer position you must have permanently served in a primary CBP Officer Special Enhanced Retirement covered position, i.e. Customs Inspector, GS-1890, Immigration Inspector, GS-1816, Canine Enforcement Officer, GS-1801, or CBP Officer, GS-1895.

Note: If you currently serve in a permanent secondary CBP Officer Enhanced Retirement covered position, you are exempt from this mandatory prerequisite.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, including education if applicable to this position, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by 06/27/2018.

The Office of Personnel Management (OPM) must authorize employment offers made to current or former political appointees. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee in the Executive Branch, you must disclose this information to the Human Resources Office.

Background Investigation: U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country, and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (e.g., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy), and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information visit [this link](http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation) (<http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>).

Probationary Period: Current and former federal employees may be required to serve or complete a probationary period.

Agency Career Transition Assistance Program (CTAP) Eligibles: If you have never worked for the Federal Government, you are not CTAP eligible. Information about CTAP eligibility can be found [here](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a) (http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a). To be considered well qualified under CTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position. This will be measured by a score of 85 or higher. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

Promotion Eligibility Rules as of October 1, 2013 (Directive No. 51332-022B): CBP requires competition for selection into supervisory and managerial positions for occupations covered by competency-based assessments.

- Candidates for this GS-14 supervisory/managerial position must have competed for and served in a permanent or temporary GS-13 second-line or higher or equivalent supervisory position or in a permanent GS-13 managerial position.
- The above requirement does not apply if you currently hold or previously held a permanent supervisory or managerial GS-14 or higher position.
- To view the promotion eligibility directive (Directive No. 51332-022B) in its entirety, please visit the HRM career center webpage on CBPNET.

If you are not a current GS-1895, and you are selected, you will have to meet the following medical/physical standards:

Physical and Medical Requirements: Because the duties of the position are of a strenuous nature and require a high degree of interaction and responsibility to the public, you must undergo and successfully pass our medical screening process. We will schedule, provide and pay for the required basic medical examination. For more information, go to <https://www.cbp.gov/careers/frontline-careers/cbpo/app-proc> (<https://www.cbp.gov/careers/frontline-careers/cbpo/app-proc>).

Physical Fitness Requirement: You will be required to successfully pass the Pre-employment Fitness Test-1. Please see the [Pre-employment Fitness Test-1 Readiness Program](https://www.cbp.gov/sites/default/files/documents/CBPO_Pre-Employment_Fitness_Physical_Readiness_Program.pdf) (https://www.cbp.gov/sites/default/files/documents/CBPO_Pre-Employment_Fitness_Physical_Readiness_Program.pdf) for additional information. This is a 6 week program designed to assist you in achieving a level of physical fitness that will help you successfully pass the CBP fitness tests.

Firearms Requirement: You will be required to carry a firearm and maintain firearm proficiency. Any person who has been convicted of a misdemeanor crime of domestic violence cannot lawfully possess a firearm or ammunition. You will be required to certify whether you have ever been convicted of such an offense. False or fraudulent information is criminally punishable by fine or imprisonment.

Supervisory Probationary Period: You may be required to serve an 18 month probationary period upon appointment and complete a supervisory training course within 12 months of assignment.

Supervisory Training: All newly appointed, permanent second level supervisors are required to complete mandatory training. The training will be scheduled by the Office of Training and Development within the first 90 days of appointment. The duration of the training will include SLCP 4 weeks of in residence training in Harpers Ferry, WV. *Note: This training may be waived if previously completed.*

Education

This job does not have an education qualification requirement.

Additional information

This position is not covered under the bargaining unit.

Uniform: This position requires you to wear an officially-approved uniform while in a duty status.

Physical and Environmental Conditions: The work environment includes offices, aircraft operation areas, airline passenger and cargo areas, and marine docks. Periods of outdoor work may be required in snow, rain, or extreme heat. Occasional periods of outdoor work may be required in remote areas with no modern comfort facilities. The work may involve the use of toxic chemicals, pesticides and fumigants. Protective clothing may be required such as hard hats, gloves, goggles, hearing protection, and respirators.

Basic Training: You may be required to attend approximately 18 weeks of training at the Federal Law Enforcement Academy (FLETC). Candidates selected for certain duty locations may receive an additional 6 weeks of Spanish language training.

Data Systems: You will be required to maintain access to all data systems necessary for duty execution.

Shift work: You will be required to perform work on a shift and rotational basis.

Overtime: You must be readily available to work overtime on a scheduled or unscheduled basis in excess of the 40-hour work week.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about [E-Verify](http://www.uscis.gov/e-verify) (<http://www.uscis.gov/e-verify>) including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. Learn more [here](http://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf) (http://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf).

Please view the video "[Protecting America 24/7](http://cbpapps.cbp.dhs.gov/fo/2011/protecting_america/pro_america.wmv)" (http://cbpapps.cbp.dhs.gov/fo/2011/protecting_america/pro_america.wmv) to learn more about CBP's Office of Field Operations.

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/#!/customsborder) (<https://twitter.com/#!/customsborder>).

How You Will Be Evaluated

To preview the job questionnaire, see <https://apply.usastaffing.gov/ViewQuestionnaire/10226341> (<https://apply.usastaffing.gov/ViewQuestionnaire/10226341>).

Qualified U.S. Customs and Border Protection (CBP) candidates will be ranked on the basis of the scores received on your CBP Officer Promotional Assessment. Competitive applicants must have a valid test score when the announcement opens, otherwise we cannot consider you for this position. Alternate Staffing Candidates (Non-competitive

candidates) need not have a current, valid test score. Alternate Staffing Candidates (Non-competitive candidates) include applicants who have permanently held a position at the highest grade announced or higher. Your application record will remain in a pending status until after the announcement closes, at which time we will upload test scores. If you have completed the assessment questionnaire and have uploaded all required documents for this announcement, there is nothing further you need to do at this time.

Knowledge, Skills, Abilities and Other Characteristics (KSAOs): Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- In-depth knowledge of law enforcement methods to include the elements of search, detention and arrest.
- Knowledge of the management techniques used to oversee programs and activities and to direct the work of others.
- Ability to identify strategies and implement programs which contribute to providing top quality service.
- Knowledge of financial management principles used to develop and maintain program budgets in support of the mission.
- Ability to analyze and evaluate business models for multiple operations environments.

Background checks and security clearance

Security clearance

[Top Secret](#)

(<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>)

Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload your resume and any other applicable supporting documentation.
- **Your responses to the job questionnaire:** <https://apply.usastaffing.gov/ViewQuestionnaire/10226341>
(<https://apply.usastaffing.gov/ViewQuestionnaire/10226341>)
- **Are you a current or former federal employee?** ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT THE MOST RECENT COPY OF THEIR SF-50 (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. Additionally, applicants should also submit a SF-50 reflecting the highest grade held on a permanent basis in the competitive service or the full performance level of your current position, whichever is higher, AND a SF-50 to support having met the time-in-grade requirement of having served 52 weeks at the grade level (or equivalent) below the grade level(s) for this position. Current CBP Employees are not required to submit SF-50s, but are highly encouraged to do so, especially if you are using federal experience outside of CBP as your highest full performance level or for meeting this position's time-in-grade requirement.
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50 (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- **Veterans' preference points are not applicable to Merit Promotion announcements.**
- **Are you a current or former political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee?** Submit a copy of your applicable SF-50, along with a statement that provides the following information regarding your most recent political appointment:

- Position title
- Type of appointment (Schedule A, Schedule C, Non-career SES, or Presidential Appointee)
- Agency
- Beginning and ending dates of appointment

Benefits

<https://www.dhs.gov/homeland-security-careers/benefits>

How to Apply

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but should be utilized if you are submitting a SF-50 for proof of federal service, veterans documents for eligibility, transcripts for qualifications, etc.

You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

Retirement Coverage: This position has been identified as a secondary position as provided under the enhanced retirement provision of Public Law 110-161 for Customs and Border Protection Officers. Please see http://cbpnet.cbp.dhs.gov/xp/cbpnet/hrm/retirement/new_cbpo_retirement_coverage/cbp_faqs.xml (http://cbpnet.cbp.dhs.gov/xp/cbpnet/hrm/retirement/new_cbpo_retirement_coverage/cbp_faqs.xml) for requirements of secondary coverage. Information is also available by calling the CBPO Retirement Coverage toll-free hotline at 1-866-469-7359 or emailing questions to RABASERVICES@cbp.dhs.gov. If you are found qualified and eligible to occupy this position but do not meet the criteria to receive the enhanced retirement coverage, you will be covered under the FERS retirement system.

DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: flexible work schedules; telework; tuition reimbursement; transportation subsidies; uniform allowance; health and wellness programs; and fitness centers. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information visit [this link](http://www.dhs.gov/homeland-security-careers/benefits) (<http://www.dhs.gov/homeland-security-careers/benefits>).

. Disabled veteran leave

(<http://www.opm.gov/news/releases/2016/08/newly-established-leave-policy-gives-disabled-veterans-more-time-to-address-medical-issues-1/>).

will be available to any Federal employee hired on or after November 5, 2016, who is a veteran with a service-connected disability rating of 30 percent or more.

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

View [common definitions](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm)

(http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm).

of terms in this announcement.

To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

If you are unable to apply online or need to submit a document you do not have in electronic form, visit [this link](#)

http://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information

for more information regarding an Alternate Application process.

Applications and supporting documentation will not be accepted by mail or email. The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on 06/27/2018.**

It is your responsibility to verify that any information entered or uploaded is received and is accurate. Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload it by the closing date.

Agency contact information



Phone

[952-857-2932](tel:952-857-2932)
(tel:952-857-2932)

Email

cbphiring-applicantinquiry@cbp.dhs.gov
(mailto:cbphiring-applicantinquiry@cbp.dhs.gov)

[Learn more about this agency.](#)
(#agency-modal-trigger)

Address

Office of Field Operations
CBP Hiring Center
5600 American Boulevard
Suite 700
Bloomington, MN 55437
US

Customs & Border Protection (CBP): Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resilience to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Secure and facilitate trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws
- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers see www.cbp.gov
(http://www.cbp.gov/).

Visit our careers page

Learn more about what it's like to work at Customs and Border Protection, what the agency does, and about the types of careers this agency offers.

<http://www.cbp.gov/>
(<http://www.cbp.gov/>)

Next steps

GS Salary: Visit [this link](#)

(<http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>)

to view the locality pay tables by geographic area. If you do not see your geographic area listed, select the "Rest of United States" pay table.

The open period for this job opportunity announcement may be extended to allow for a sufficient applicant pool.

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts with your [USAJOBS account](#)

(<http://www.usajobs.gov/Applicant/ProfileDashboard/Home>)

. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

Additional selections may be made beyond the total number of vacancies specified using this vacancy announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

If you receive a conditional offer of employment for this position, you will be required to complete an [Optional Form 306](#)

(http://www.opm.gov/forms/pdf_fill/OF0306.pdf)

(Declaration for Federal Employment), and to sign and certify the accuracy of all information in your application, prior to entry on duty. False statements on any part of the application may result in withdrawal of offer of employment, dismissal after beginning work, fine, or imprisonment.

Any offers of employment made pursuant to this announcement will be consistent with all applicable authorities, including Presidential Memoranda, Executive Orders, interpretive U.S. Office of Management and Budget (OMB) and U.S. Office of Personnel Management (OPM) guidance, and Office of Management and Budget plans and policies concerning hiring. These authorities are subject to change.

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) for federal employees & job applicants](#)
(http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application process should follow the instructions in the job opportunity announcement. For any part of the remaining hiring process, applicants should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.
- [Disability Employment - Reasonable Accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>).
- [How to contact an agency](https://www.usajobs.gov/Help/how-to/application/agency/contact/)
(<https://www.usajobs.gov/Help/how-to/application/agency/contact/>).

Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/>).

[Privacy Act](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/>).

[Selective Service](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/>).

[Social security number request](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/>).

[Signature & False statements](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/>).

[New employee probationary period](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/>).